

Citizens' Water Advisory Committee (CWAC) Agenda

August 9, 2022, 6:00 p.m.
Aspen Room, 2nd Floor, Aurora Municipal Center/Hybrid

Microsoft Teams Link:
[Click here to join the meeting](#)
or go to
<https://bit.ly/3bC93Wh>

Call in (audio only) - 720-388-8447
Phone Conference ID: 595 739 077#

Members: Angie Binder - Chair, Richard "Dick" Eason -Vice Chair, Jay Campbell, Tom Coker, Dennis Dechant, William Gondrez, Janet Marlow, David Patterson, Daniel Widrich

- | | | | |
|-----|--|-----------------|-----------|
| 1. | Approval of Minutes – May 10 & July 12, 2022 | Chair | 6:00 p.m. |
| 2. | Introductions/Public Invited to be Heard | Chair | 6:05 p.m. |
| 3. | New/Old Business | Chair | 6:10 p.m. |
| 4. | Communications Update | Greg Baker | 6:15 p.m. |
| 5. | Online Customer Portal - SpryEngage | Jo Ann Giddings | 6:30 p.m. |
| 6. | Budget Questions | Jo Ann Giddings | 6:50 p.m. |
| 7. | Drought – Water Availability Update | Marshall Brown | 7:20 p.m. |
| 8. | Review Follow-Up Questions | Greg Baker | 7:45 p.m. |
| 9. | Confirm Next Meeting – Tuesday, September 13, 2022 | Chair | 7:55 p.m. |
| 10. | Adjourn | Chair | 8:00 p.m. |

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Citizens’ Water Advisory Committee (CWAC) Minutes
May 10, 2022, 6:00 p.m.
Hybrid - via Microsoft Teams

Members Present: Dick Eason - Vice Chair, Jay Campbell, Tom Coker, Dave Patterson, Bill Gondrez, Janet Marlow, Daniel Widrich

Absent: Angie Binder – Chair

Staff Present: Leiana Baker, Greg Baker, Rory Franklin, Jo Ann Giddings, Melina Bourdeau, Sherry Scaggiari, Paula Sullivan, Marshall Brown, Alex Davis

Visitors Present:

The meeting was called to order at 6:07 p.m.

1. Approval of April 12, 2022 Minutes

The April 12, 2022, minutes were approved.

2. Introductions/Public Invited to be Heard

None.

3. New/Old Business

D. Widrich stated, he heard that the water conservation rebates are not being used in its entirety. G. Baker replied, the total of all of the conversation rebates are not the waterwise rebates, the rebates not being fully used are the toilet rebate and irrigation parts.

4. Communications Update

G. Baker – Prairie Waters Tour agenda is being put together.

5. Quarterly Financial Report – First Quarter 2022

J. Giddings gave an overview of the First Quarter 2022.

6. Water Quality Overview

S. Scaggiari gave a presentation that covered:

- The Water Quality lab role and function
- Mandated reporting through the Customer Conscience Report (CCR), also called the Water Quality report)
- Lead and Copper Rule Revisions
- PFAS testing
- Unregulated Contaminant Monitoring Rule (UCMR)
- Potable Reuse (both indirect and direct potable reuses)

- Municipal Separate Storm Sewer System (MS4) permitting
-

7. Water Conservation Ordinance Letter of Support

The Committee supports the Water Conservation Ordinance.

8. Review Follow-Up Questions at this Meeting

Articles on carbon footprint or the environmental impact of non turf versus turf. Source of Sand Creek.

9. Confirm Next Meeting – Tuesday, July 12, 2022 Hybrid meeting Aspen room.

June meeting cancelled due to water tour.

10. Adjourn

The meeting was adjourned at 8:30 p.m.

Angie Binder, Chair
Citizens' Water Advisory Committee

Adopted: _____

Citizens’ Water Advisory Committee (CWAC) Minutes
July 12, 2022, 6:00 p.m.
Hybrid - via Microsoft Teams

Members Present: Angie Binder – Chair, Dick Eason - Vice Chair, Tom Coker, Dave Patterson, Janet Marlow, Daniel Widrich Dennis Dechant, Jay Campbell

Absent: William Gondrez

Staff Present: Greg Baker, Rory Franklin, Jo Ann Giddings, Fernando Aranda, Tim York, Paula Sullivan, Sherry Scaggiari, Marshall Brown, Melina Bourdeau, Adam Waters, Zach Vernon, Gail Thrasher, Sonya Gonzalez, Alex Davis

Visitors Present: None

The meeting was called to order at 6:03 p.m.

1. Approval of May 10, 2022 Minutes

The May 2022 minutes will be reviewed next month as they weren’t not included in the packet.

2. Introductions/Public Invited to be Heard

None

3. New/Old Business

T. Coker asked, do we have the notes from Water Resources regarding the Prairie Waters Tour in June? G. Baker replied, I’ll email to the committee.

4. Communications Update

- Water Conservation Ordinance is going to Study Session July 18.
 - PFAS will be addressed in a future meeting, and are waiting to see what the impacts of the latest CDPHE requirements will be.
-

5. Water Conservation Annual Report

T. York presented on the Water Conservation Annual Report that included: Program History and Team, Conservation Programs, Program Performance review, Conservation Innovations, and planned future efforts.

6. 2023 Proposed Budget

G. Thrasher presented on the 2023 Proposed Budget that reflects Aurora Water’s 2023 proposed operating and 2023-2027 capital improvement budgets. The budget is a planning tool used to project what activities will be performed and what capital projects will be completed during the year, and their impact on the financial status of the enterprise funds. The 2023 revenue

assumptions, 2023 service fees, 2023 proposed operating costs, 2023-2027 Capital Improvement Program, and changes in funds available for the Water and Wastewater Funds. All figures are preliminary pending final budget recommendations from City Management. D. Patterson asked, As we look at funds and operating costs what is being done to ensure the highest level of efficiency? G. Thrasher replied, we always do our best to be as efficient as possible when it comes to overhead, admin cost, increasing the rates and the percentage that we do. We review all the operating costs and the FTEs that are added are needed to maintain our efficiency and to do all the projects that are out there. There are also equipment needs as well and costs are rising. J. Giddings added, they put money in for lead replacement and we've seen increases in our credit card fees. M. Brown added, the operating budget staffing is about 35% of the operating budget. There are cost increases. An example is the chemical costs have gone up almost 100% and the utility costs have gone up in excess of 30% in some cases that are outside of our control. D. Patterson expressed concern over the impact of rate increases on a large section of the population. M. Brown offered to go through the budget proposals with anyone interested. A. Binder asked, are there any federal dollars for the lead pipe project and PFAS? J. Giddings replied, we are applying for federal and state grants to assist with the projects.

7. 2023 Water Rates and Fees

F. Aranda presented on the 2023 Water Rates and Fees that summarizes the proposed changes to rates and fees for 2023. Aurora Water's Financial Administration Division continually monitors and evaluates the fees and rates for adequacy to fund the capital and operating needs in the water, sanitary sewer, and storm drainage system. T. Coker asked, are we penalizing those in higher rate brackets? G. Baker replied, the intent with the new tier structure in 2021 was to promote conservation. M. Brown added, the cost of water delivery for peak seasonal use has an impact on costs. F. Aranda added, about 90% of bills use under 20,000 gallons per month and only a small percentage of customers are paying higher rates. D. Widrich asked, Do all funds for conservation get used on an annual basis? T. York replied, they have been and in recent years we've exceeded our initial budgeted amount.

8. Review Follow-Up Questions Generated at this meeting

D. Patterson's budget questions will be addressed at the August meeting.

9. Confirm Next Meeting – Tuesday August 9, 2022

10. Adjourn

The meeting was adjourned at 8:30 p.m.

Angie Binder, Chair
Citizens' Water Advisory Committee

Adopted: _____



To: Citizens' Water Advisory Committee

Through: Marshall P. Brown, General Manager, Aurora Water

From: JoAnn Giddings, Deputy Director Water Financial Administration

Date: August 9, 2022

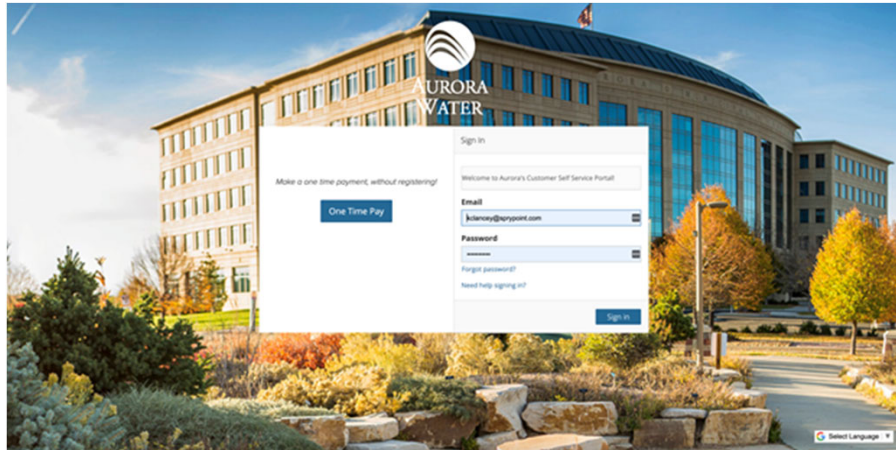
Subject: New Customer Service Portal

Water Customer Service and Billing have been working on a project to replace the billing system. The current billing system has been in place since the late 1990s and is no longer able to provide the functionality and efficiency of a more modern system.

This presentation is to provide the committee with a preview of the new customer service portal. Customers will start using the new portal on September 6, 2022.

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Aurora Water SpryEngage Customer Portal Presented by Jo Ann Giddings, Deputy Director of Business Services



1

Current Bill Pay View

Accounts

URGENT: Aurora Water Cares option is only to be used to make a donation and NOT

Water Bill Payment [Account ID]

Account Details [Edit](#)

Date Due: Aug 3, 2022 Amount Due: [Amount] [Pay Bill](#)

Paperless: No Paper

AutoPay: [AutoPay](#)

More

- [View Portal Payments](#)
- [View Consumption](#)
- [View Transaction History](#)
- [View Bill History](#)

Pay My Bill > Water Bill Payment # 131103-104634

Payment Details

Date Due: Aug 3, 2022

Payment Amount: 105.31

Add a Payment Method

-
-
-

Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after.

Bill Summary

Amount Due: [Amount]

Due Date: Aug 3, 2022

2

SpryEngage Customer Profile Homepage (current account)

John Smith
 Account Number: S05555-55555
 Address: 332 Weeks St City, NY, 14701

Current Balance
 Current Balance: \$248
 Total Balance (due 06/09/2022): \$248

Water Usage Summary

Consumption	Days	Average Daily Consumption
22 gal	4 days	667 gal

Usage History

Consumption Last Billing Period (Jun)	Average Daily Consumption Last Billing Period (Jun)
12 KGAL	400 gal
Consumption Last Year (Jul)	Average Daily Consumption Last Year (Jul)
23 KGAL	719 gal

Water Consumption Profile

Date Range: 05/07/2021 - 03/07/2022

Usage (gal) vs Temperature (°F) chart showing consumption trends over time.

3

My Profile

Kevin Clancey
 You are signed up to receive emails with News and Special Offers
 kclancey@sprypoint.com (Primary)
 (902) 629-9100 (Mobile Phone) (902) 629-9100 (Mobile Phone)

Mailing Addresses

- 13736 E 25TH AVE, AURORA CO 80011
- 964 S RICHFIELD WAY, AURORA CO 80017
- 21806 E SWALLOW PL, AURORA CO 80012 (Primary)

Your Donation Subscriptions
 You are subscribed to **AWC** on **0000027 / KEVIN CLANCEY / 964 S RICHFIELD WAY**

Your Alert Subscriptions
 You currently have no subscriptions, edit your subscriptions to add one.

Multi-Factor Authentication
 You have not setup Multi-Factor Authentication for your login. Multi-Factor Authentication can help secure your login.

My Wallet Management
 Click to view and modify all of payment methods that have been saved to your profile.

Your Active Customer Accounts

A000248 13736 E 25TH AVE 80011	A007670 16843 E HARVARD AVE 80013
A098966 14050 E EVANS AVE 80014	A096755 22452 E NARROWLEAF CIR 80016-7931
A065009 25065 E PINEWOOD PL 80016	A124463 21806 E SWALLOW PL 80012
A099755 2699 S PITKIN WAY	

4

SpryEngage Customer Profile Homepage (Past Due account)

Your account is past due. Failure to pay \$412 may result in disconnection of water service.

John Smith
 Account Number: 505555-55555
 Address: 332 Weeks St City, NY, 14701

Current Balance
 Past Due: **\$412**
 Current Balance: **\$248**
 Total Balance (Due 06/09/2022): **\$660**

Water Usage Summary

Consumption	Days	Average Daily Consumption (N/A)
22 gal	4 days	667 gal

Usage History

Consumption Last Billing Period (Jun)	Average Daily Consumption Last Billing Period (Jun)
12 KGAL	400 gal
Consumption Last Year (Jul)	Average Daily Consumption Last Year (Jul)
23 KGAL	719 gal

Water Consumption Profile

Date Range: 05/07/2021 - 03/07/2022

Usage (GPD) vs Temperature (°F) chart showing consumption peaks in summer months (Jul, Aug, Sep) and lower consumption in winter months (Nov, Dec, Jan, Feb, Mar).

5

SpryEngage Customer Payment Page through Paymentus

Pay My Bill

Payment Details

Payments

Add / Remove	Payment Type	Account Number	Payment Amount
	Water Bill Payment	A124502	29.30

My Wallet

*****7682

Add a Payment Method

PayPal

Discover

Venmo

Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after

Add new

Continue

6

My Forms

Available Forms

Search

Name
Leak Adjustment Application
Reconnect Service
Customer Service Survey
Hydrant Renewal Form
Request for Escrow Calculation
Customer Service Survey
Hydrant Renewal Form
Hydrant Meter Rental Form
Aurora Water Cares Application

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To: Citizens’ Water Advisory Committee

Through: Marshall Brown, General Manager, Aurora Water

From: Greg Baker, Public Relations Manager, Aurora Water

Date: August 9, 2022

Subject: 2023 Budget discussion follow-up

Purpose

Per ordinance, the Citizen’s Water Advisory Committee was created to “provide counsel, and give suggestions and recommendations to the water department and city council on all phases of budget, departmental work plans, operational needs, strategic planning, long range capital improvements, and financial planning.”

The committee is to provide a letter to City Council by mid-August for inclusion in the City Manager’s budget book. This letter will outline the committee’s comments on the 2023 proposed operating and 2023-2027 capital improvement budgets. The committee chair or designee will also prepare a presentation for the Special Study Session for Boards and Commissions to be held on September 20.

Background

At the July 12, 2022 CWAC meeting, Gail Thrasher presented on the Aurora Water’s 2023 proposed operating and 2023-2027 capital improvement budgets, and Fernando Aranda Perozo presented on the 2023 proposed rates and fees. The budget is a planning tool used to project what activities will be performed and what capital projects will be completed during the year, and their impact on the financial status of the enterprise funds. The 2023 revenue assumptions, 2023 service fees, 2023 proposed operating costs, 2023-2027 Capital Improvement Program, and changes in funds available for the Water and Wastewater Funds were presented for discussion. All figures were preliminary pending final budget recommendations from City Management.

Several questions were asked regarding the budget development process and enterprise fund philosophy. CWAC member David Patterson offered to meet with Aurora Water staff to outline points that would provide additional detail for the budget and rates discussion.

Due to the short turnaround between meetings, staff will provide the presentation when it is available.

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To: Citizens’ Water Advisory Committee

Through: Marshall P. Brown, General Manager, Aurora Water

From: Greg Baker, Manager of Public Relations, Aurora Water

Date: August 9, 2022

Subject: Water Availability Update

Purpose:

The Aurora Water Management Plan (WMP) provides a framework for Aurora’s water demand reductions in the event of drought or other water emergencies. This plan identifies supply and demand triggers that would require the implementation of drought stages. These stages define day per week watering restrictions and, at certain levels, result in rate surcharges as a means of reducing water demand across all customer classes. The WMP primarily impacts outdoor water use and is implemented by City Council through a “Water Availability” Resolution. This plan supports the recommendations of the Drought Action Team’s which monitors the city’s water supply.

Background:

Water Management Plans have been in place in Aurora since 2003. The current water WMP came into effect beginning in 2017 with four Water Availability (drought) Stages. Staff highlighted Aurora Water’s Drought Action Team and Water Management Plan at the April 2022 CWAC meeting. This presentation is a follow-up based on observations of supplies and demands over the summers and the projections for low snow precipitation in the watersheds that Aurora collects its water from this winter.

Action Required:

Informational item only.

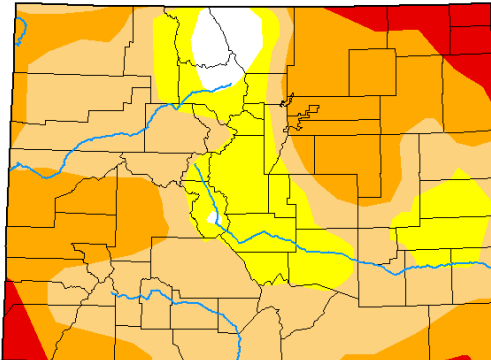

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AURORA WATER DROUGHT RESPONSE

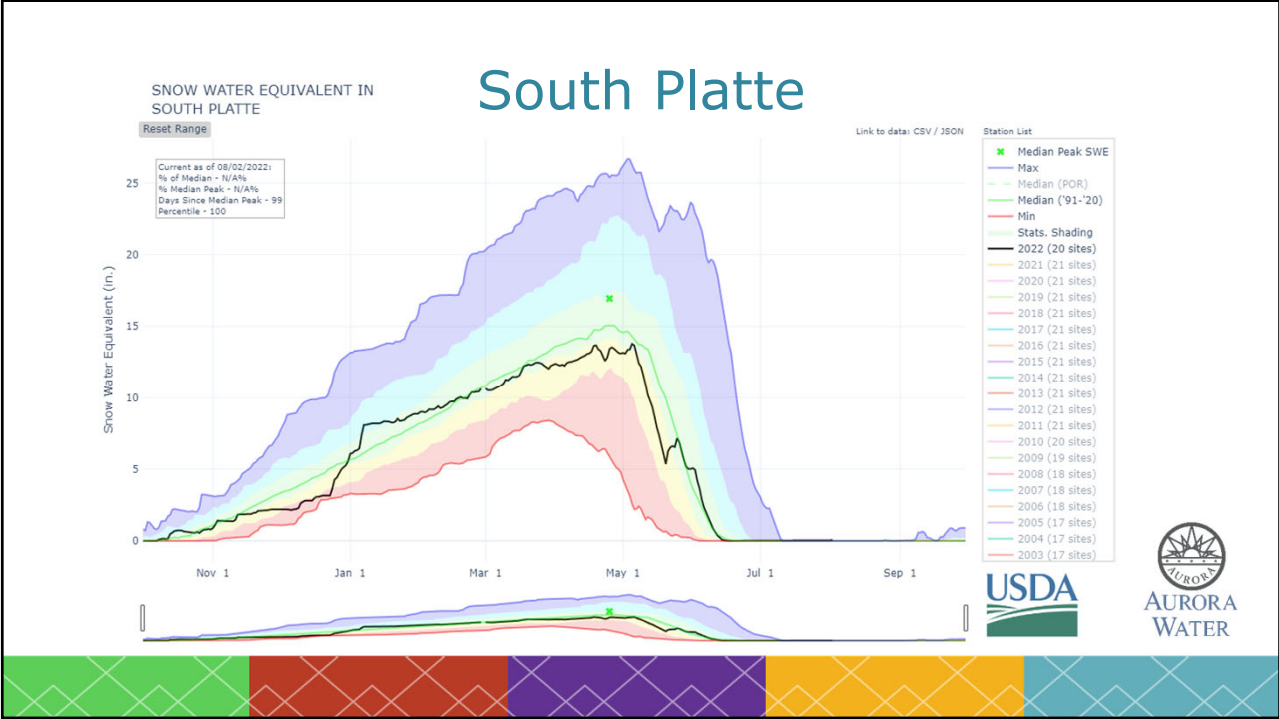
Citizen Water Advisory Committee
August 9, 2022

U.S. Drought Monitor Colorado

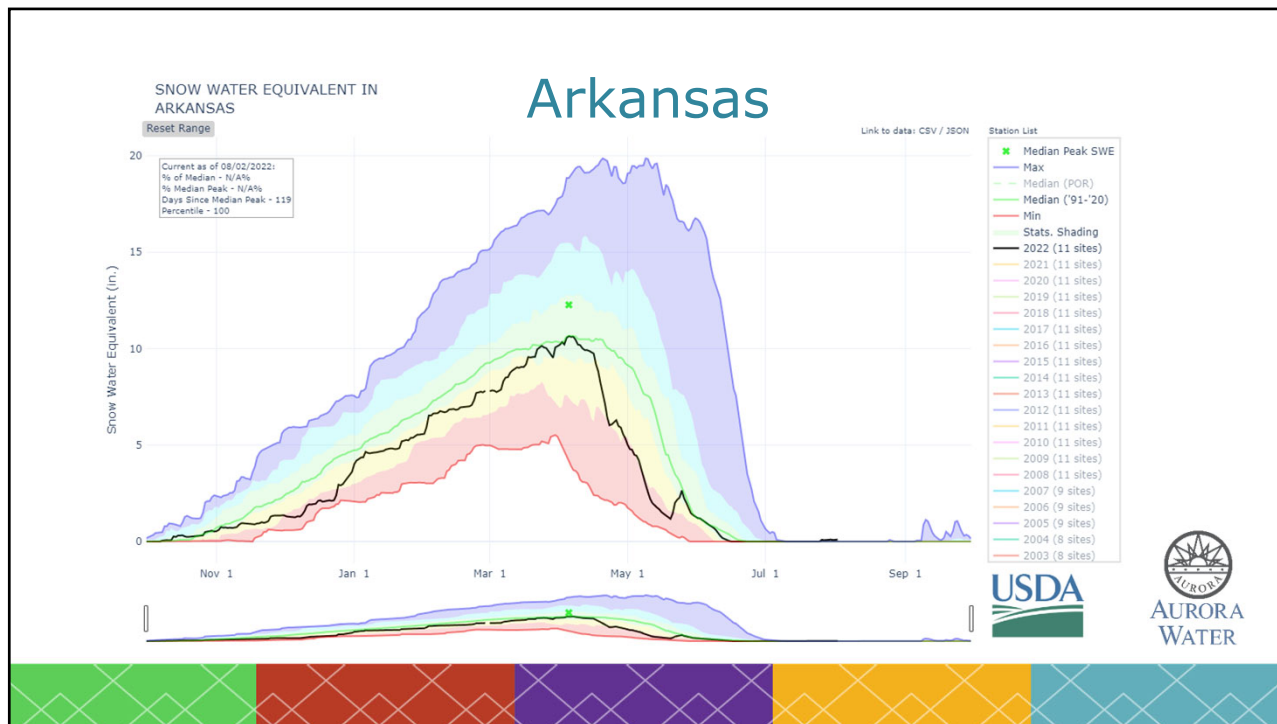
July 26, 2022
(Released Thursday, Jul. 28, 2022)
Valid 8 a.m. EDT

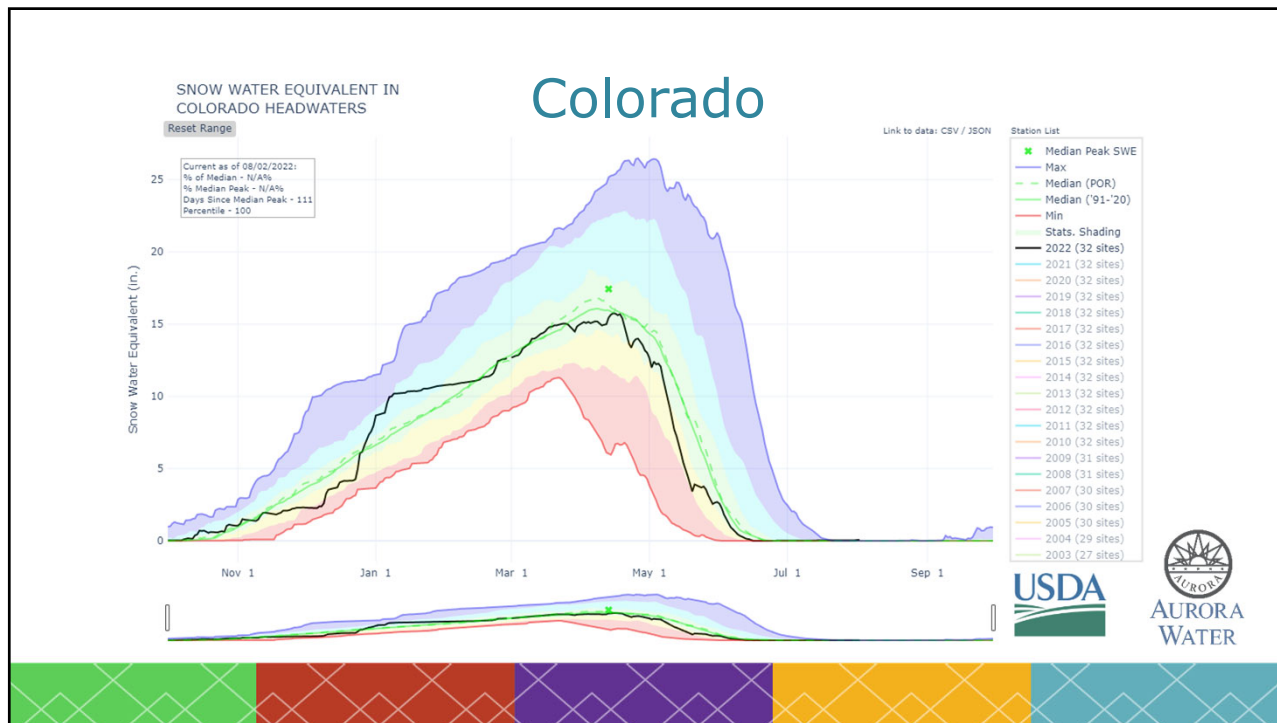
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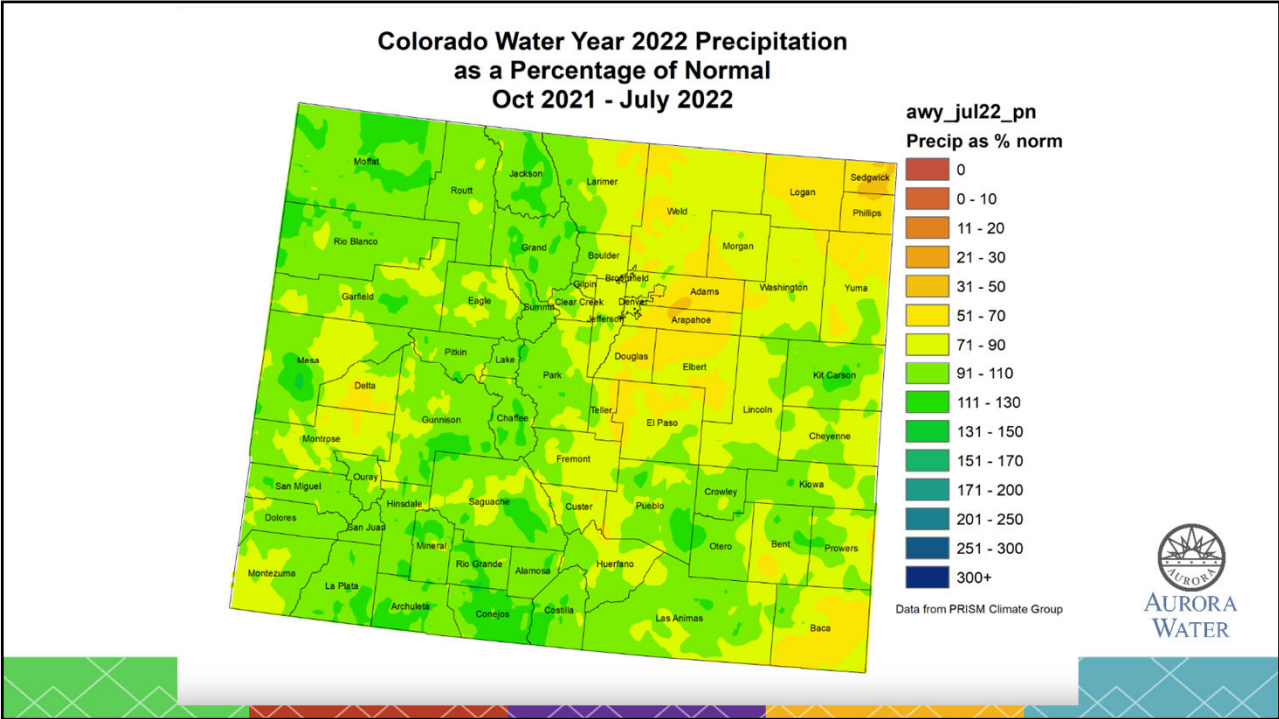
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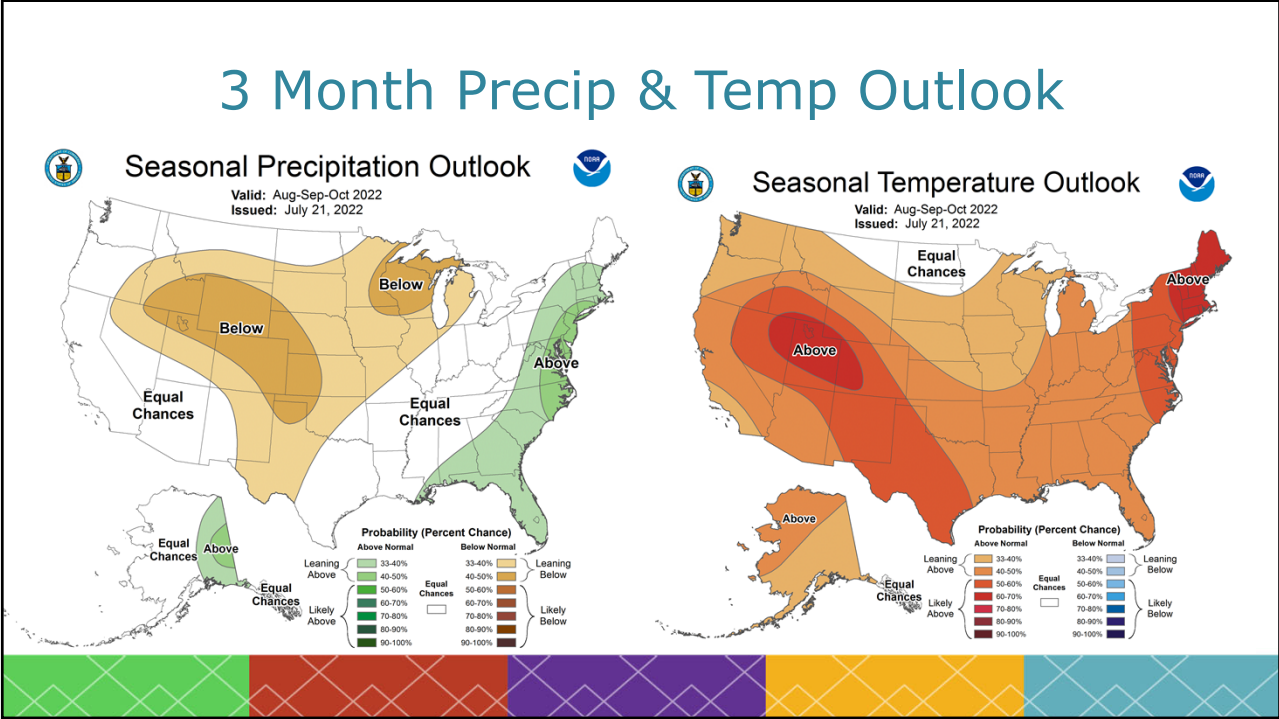
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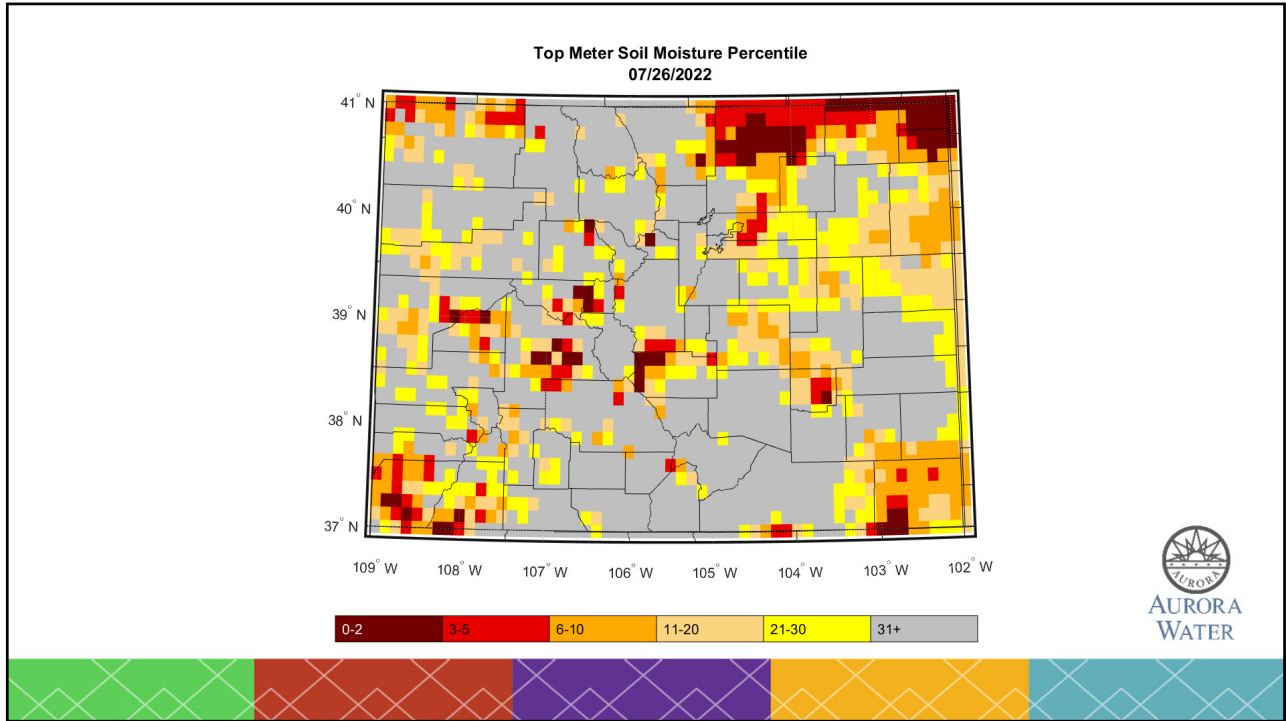
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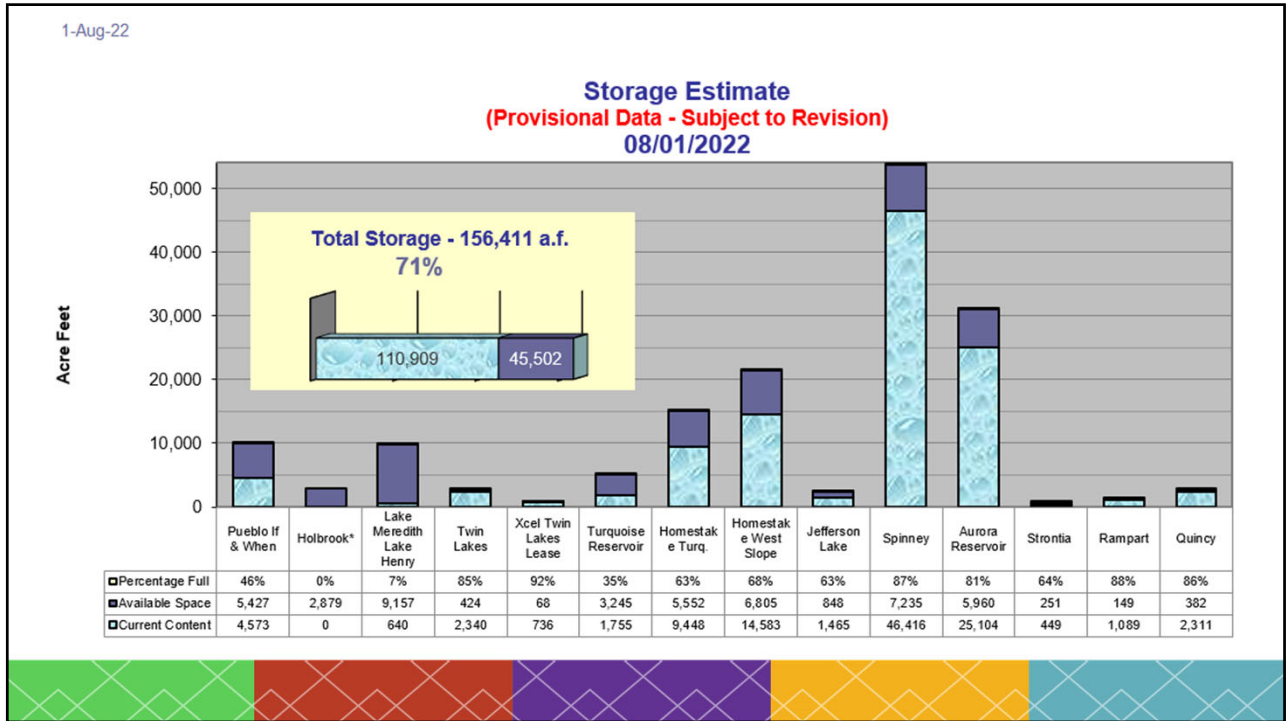
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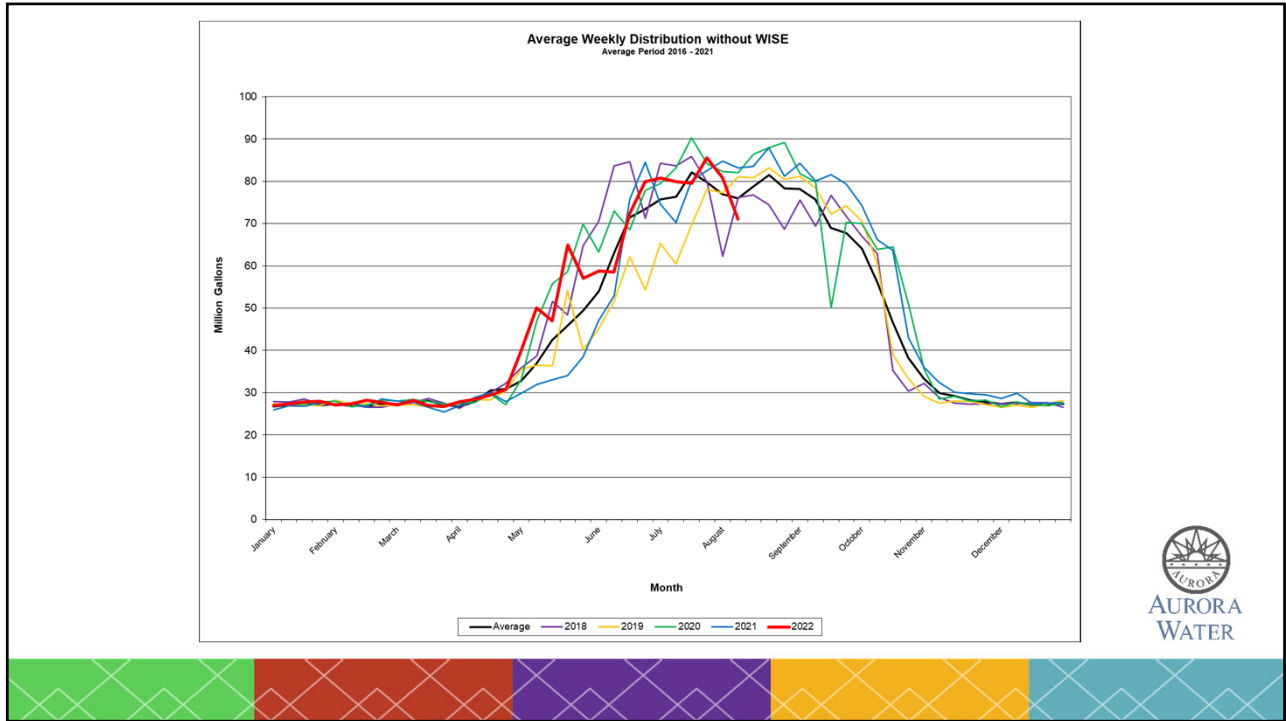
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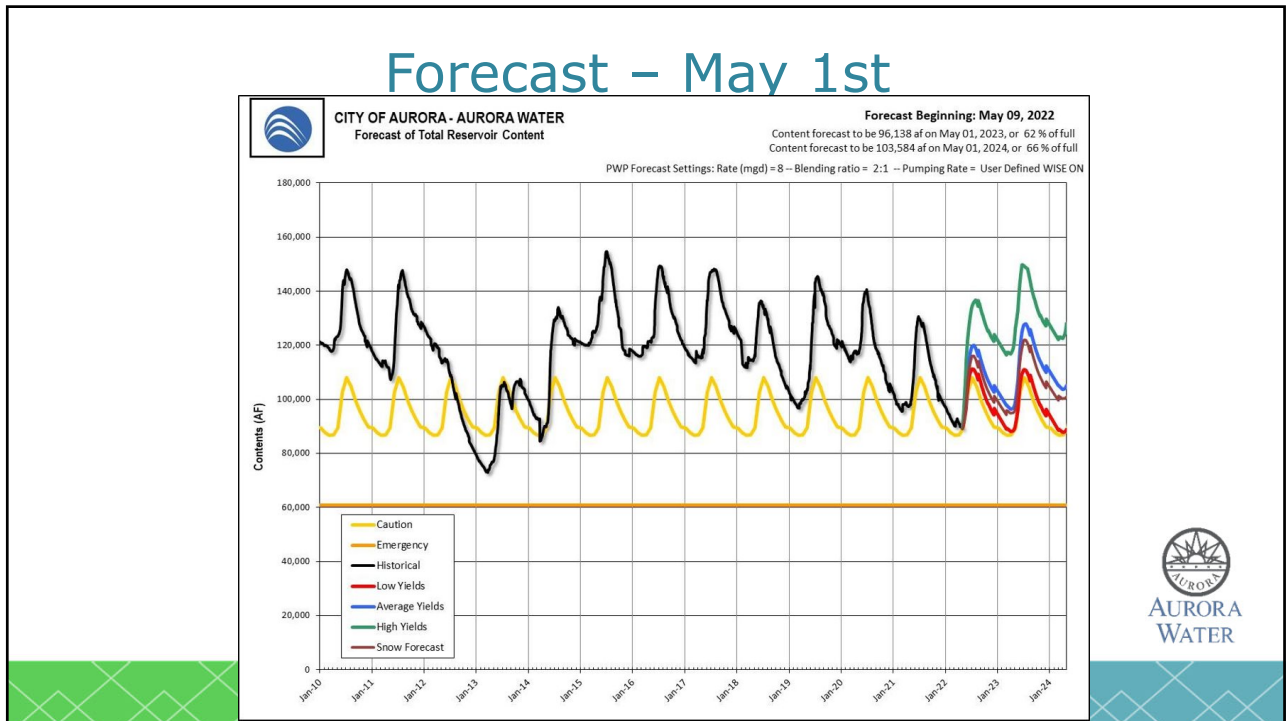
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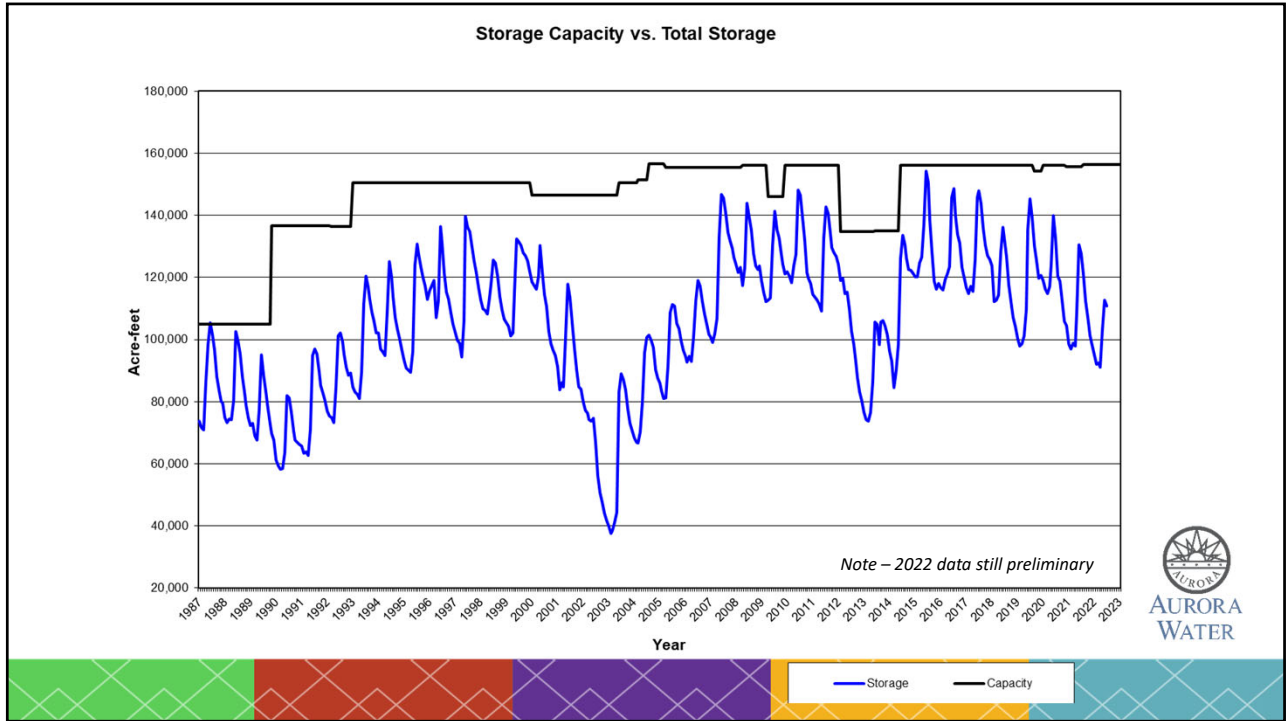
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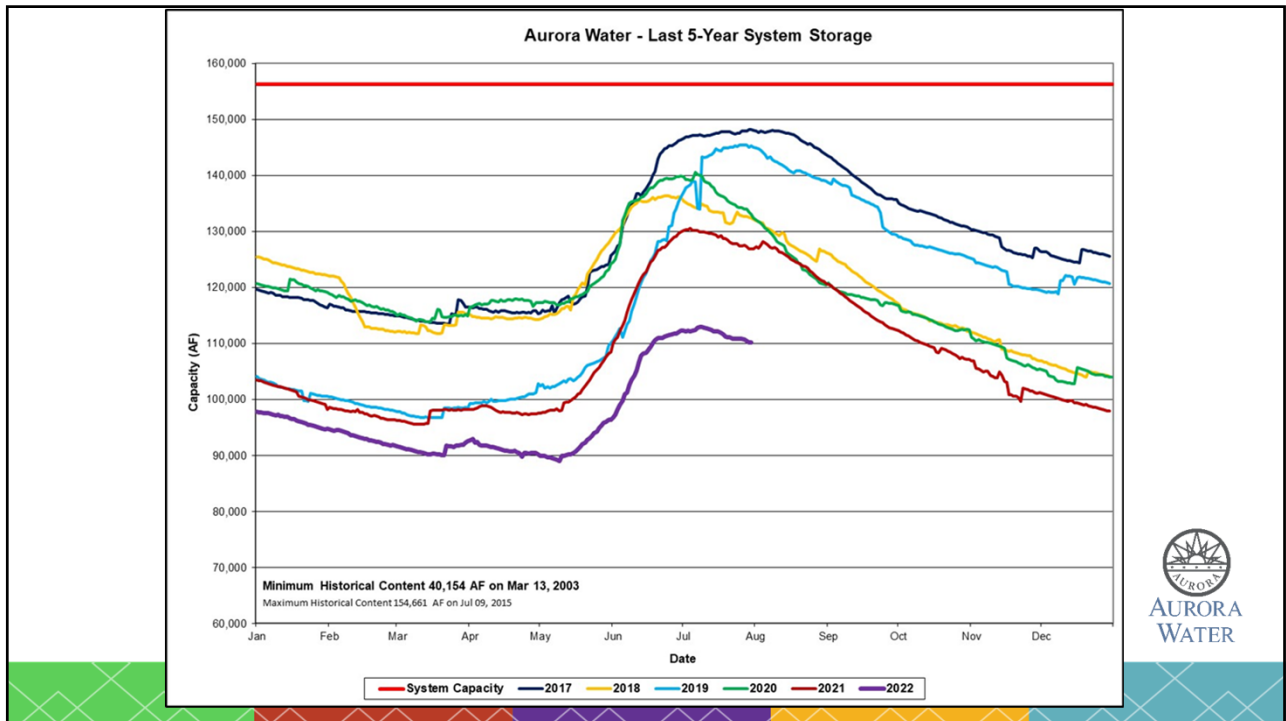
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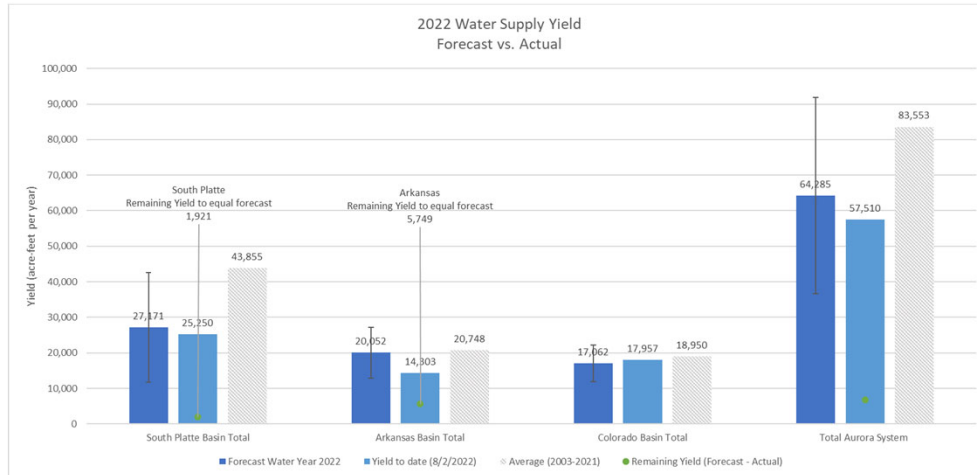


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12

Yields vs. Forecast as of 8/1/2022



13

QUESTIONS



14